

## **Employment Program Specialist 4 (MSFW Outreach Specialist)**

### **Job Brief:**

This classification is responsible for overseeing the planning and management of multiple statewide employment programs (e.g., Test Utilization, Rural Manpower, Alien Employment Certification, Food Stamp Job Training and Placement, Veterans Services). This class differs from the Emp Program Specialist 3 class in that an incumbent of the latter is responsible for the planning and management of a single statewide employment program.

### **Job Duties:**

#### **Documenting/Recording Information:**

May gather information for pertinent parties to improve, recommend or update processes for program service delivery.

#### **Training and Teaching Others:**

Provide education, training and technical assistance to internal and external clients regarding agency programs and services.

#### **Judging the Qualities of Things, Services, or People:**

Develops performance plans for performance evaluations of subordinates.

#### **Monitoring and Controlling Resources:**

Develops and compares program cost data to program budget to identify budget variances; recommends to departmental directors changes in fiscal operation or program operation that will correct budget variances or improve program effectiveness.

Directs the development and compares program goals to overall performance to evaluate the program effectiveness.

## Evaluating Information to Determine Compliance with Standards:

Directs reviews of state wide agency programs to determine compliance with Federal regulations, State laws, and departmental policies and procedures; examines computer reports, and other source documents to determine accuracy and conformity to departmental policies and procedures.

Verifies the appropriateness and completeness of information provided by clients seeking to utilize agency services by assuring that information received is in accordance with Federal regulations, State laws and agency policies.

Reviews documents, forms, and computer reports to verify that policies and procedures have been followed and to correct any errors in program data.

## Guiding, Directing, and Motivating Subordinates:

Daily coaches employees for continuous improvement, individual growth, and career development.

Reviews and discusses performance ratings and specific strengths and weaknesses with employees.

Directs Employment program staff in accordance to program and departmental policy, rules and regulation.

Provides continuous feedback to employees, including two interim reviews per cycle.

May administer disciplinary actions when necessary and in accordance with department procedures and state policies.

## Communicating with Supervisors, Peers, or Subordinates:

Talks with directors and other departmental staff to identify specific public relations or training topics needed.

May review and edit correspondence to notify departmental directors and affected parties of steps taken to resolve problems and or complaints.

### Analyzing Data or Information:

Identifies objectives and gathers background information needed for planning a state wide program.

Gathers and compares statistical and programmatic data.

### Coordinating the Work and Activities of Others:

Directs the work and activities of others to accomplish tasks of state wide agency programs.

Directs other Employment Program staff and evaluates employees' performance in accordance with the established written performance plan.

### Developing Objectives and Strategies

Directs the coordination of state-wide agency programs by setting up meetings and identifying resources needed through various communication with employers and agency partners.

### Provide Consultation and Advice to Others:

Provides information and resolves problems relevant to a particular agency program administered by the Department Labor and Workforce Development to include researching records, policies and procedure to obtain information needed to resolve problems.

### Communicating with Persons Outside Organization:

Directs the planning and implementation of public relations projects and broad based training programs (i.e., dealing with a large number of participants or with a subject matter of significant consequence to agency operations).

Speaks to audiences to present information or introduce other presenters.

Directs the coordination of public relations projects in conjunction with the marketing of agency programs by researching and establishing contacts with public and private entities.

## Organizing, Planning, and Prioritizing Work:

Outlines the steps that are necessary to complete program objectives.

## Performing Administrative Activities:

Review and approves drafts and designs for forms required in program operations.

Performs day-to-day administrative tasks such as entering and approving leave and attendance of subordinates.

## Processing Information:

Researches records, policies and procedure to obtain information needed to resolve problems or respond to inquiries.

Develops and administers survey questionnaires to identify public relations topics of interest.

## Scheduling Work and Activities:

May assist with facilitating events, programs, and activities, as well as the work of others with agency programs.

## Performing for or Working Directly with the Public:

Makes arrangements for speakers, facilities, and equipment needed for a presentation; prepares narrative or outline of information to be presented.

## Resolving Conflicts and Negotiating with Others:

Negotiates with various parties for the resolution of problems or the provision of services to clients.

## Thinking Creatively:

Developing, designing, or creating ideas, relationships, or products, including artistic contributions in relation to the delivery of agency program services.

## Requirements and Skills:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of state employment program services work, of which two years must involve planning, developing, or implementing a state employment program(s).

Substitution of Experience for Education: Additional experience in any of the following fields may substitute for the required education on a year for year basis to a maximum of four years (one year of experience is equivalent to 45 undergraduate quarter hours): (1) providing state unemployment or employment program services; OR (2) accounting or auditing work.

OR

Four years of experience as an Employment Program Specialist for the Tennessee Department of Labor and Workforce Development.

Necessary Special Qualifications:

A valid motor vehicle operator's license may be required.

Examination Method: Education and Experience, 100%, for Preferred Service positions. For Executive Service positions, Minimum Qualifications, Necessary Special Qualifications, and Examination Method are determined by the appointing authority.

## State of Tennessee Careers Portal Page:

If you want to search job openings for the entire State of Tennessee, [click here to visit the State of Tennessee Careers Portal](#).

To see all of the current job listings for our department (Labor & Workforce Development) on the Careers Portal page:

- In the Keyword box, type "Labor & Workforce Development"
- Leave the Location box blank
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